



## Your Report

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Variable: {install\_dept\_revenue\_percent\_plumbing\_industry}

Definition: Percentage of total revenue from plumbing installation/replacement department (e.g., water heaters, fixtures, repipes).

Value: N/A

Top Performers: Elite 10-20% achieve 40-50% via aggressive replacement sales, 70%+ attach rates, balanced service mix (ServiceTitan Plumbing 2023, PHCC).

Value Tiers: <\$1M rev: 25-35%; \$1-5M: 30-45%; >\$5M: 35-50% (ServiceTitan, Nexstar benchmarks).

Red Flag Trigger: <20% (over-reliant on low-volume service) or >60% (lacks recurring revenue).

Default Value: 38%

Variable: {branch\_a\_revenue\_percent\_plumbing\_industry}

Definition: Percentage of total company revenue generated by Branch A (primary branch) in multi-branch plumbing firms.

Value: N/A

Top Performers: N/A – Not applicable.

Value Tiers: 2-3 branches: 45-60%; 4+ branches: 30-50% (Nexstar multi-location data).

Red Flag Trigger: >70% (over-dependence on single branch, risk if underperforms).

Default Value: 50%

Variable: {departmental\_gross\_margin\_percent\_plumbing\_industry}

Definition: Blended gross margin across plumbing departments (service + install).

Value: N/A

Top Performers: 52-57% via optimized material costs, high service attach, efficient installs (ServiceTitan top quartile Plumbing 2023).

Value Tiers: <\$1M rev: 45-50%; \$1-5M: 48-53%; >\$5M: 50-55%.

Red Flag Trigger: <42% overall.

Default Value: 50%

Variable: {service\_gross\_margin\_percent\_plumbing\_industry}

Definition: Gross margin on plumbing service department revenue (repairs, maintenance).

Value: N/A

Top Performers: 68-72% through diagnostic fees, flat-rate pricing, high parts attach (ServiceTitan, PHCC).

Value Tiers: N/A – Consistent across sizes.

Red Flag Trigger: <55%.

Default Value: 68%

Variable: {install\_gross\_margin\_percent\_plumbing\_industry}

Definition: Gross margin on plumbing installation/replacement department revenue.

Value: N/A

Top Performers: 38-43% with volume purchasing, prefab, efficient crews (ServiceTitan top Plumbing 2023).

Value Tiers: <\$1M rev: 32-37%; \$1-5M: 35-40%; >\$5M: 37-42%.

Red Flag Trigger: <30%.

Default Value: 37%

Variable: {departmental\_operating\_expenses\_percent\_plumbing\_industry}

Definition: Operating expenses (non-material) as percentage of total plumbing revenue.

Value: N/A

Top Performers: 25-28% with lean staffing, tech utilization >75%, low overhead (Nexstar, ServiceTitan Plumbing).

Value Tiers: <\$1M: 30-35%; \$1-5M: 28-33%; >\$5M: 25-30%.

Red Flag Trigger: >35%.

Default Value: 30%

Variable: {applicants\_per\_opening\_plumbing\_industry}

Definition: Average number of qualified applicants per open plumbing technician position.

Value: N/A

Top Performers: 10-15 via strong employer branding, referrals, training partnerships (PHCC, Jobber surveys 2023).

Value Tiers: N/A – Shortage impacts all sizes similarly.

Red Flag Trigger: <3 (severe talent shortage risk).

Default Value: 6

Variable: {quality\_of\_hire\_score\_plumbing\_industry}

Definition: Average performance score (1-10) of new plumbing hires after 6-12 months.

Value: N/A

Top Performers: 8.5-9.5 with structured onboarding, skills assessments (PHCC, Contractor Magazine).

Value Tiers: N/A – Score-based.

Red Flag Trigger: <6.5 (high turnover risk).

Default Value: 7.5

Variable: {departmental\_margin\_plumbing\_industry}

Definition: Departmental contribution margin (gross profit minus direct dept expenses) as % of dept revenue.

Value: N/A

Top Performers: 32-38% with tight cost control (ServiceTitan Plumbing departmental data).

Value Tiers: Service depts: 48-55%; Install: 22-30%.

Red Flag Trigger: <20% per dept.

Default Value: 32%

Variable: {recruitment\_pipeline\_health\_score\_plumbing\_industry}

Definition: Composite score (0-100) assessing recruitment funnel strength (applicants, interviews, offers).

Value: N/A

Top Performers: 85-95 with automated tools, referral programs (Jobber, Housecall Pro Plumbing 2023).

Value Tiers: N/A – Score-based.

Red Flag Trigger: <50.

Default Value: 70

Variable: {departmental\_net\_profit\_percent\_plumbing\_industry}

Definition: Net profit margin after all expenses for plumbing departments.

Value: N/A

Top Performers: 14-18% via high GM, low OpEx, 10%+ owner involvement cap (Nexstar, ServiceTitan Plumbing top 2023).

Value Tiers: <\$1M: 6-10%; \$1-5M: 8-13%; >\$5M: 10-15%.

Red Flag Trigger: <5%.

Default Value: 10%

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